

Employee Feedback Results – Analysis Summary

Planning and Design Services

1. Employee Work Group: _____
2. What other organizations or individuals do you interface with during the course of your work?

Themes from the Comments:

- _____
- _____
- _____
- _____
- _____
- _____

3. What is working well within the planning and design process?

Themes from the Comments:

- _____
- _____
- _____
- _____
- _____
- _____

4. What is not working well within the planning and design process?

Themes from the Comments:

- _____
- _____
- _____

- _____
- _____
- _____

5. What can be done to improve the operations and outcomes (addressing the items noted above)?

Themes from the Comments:

- _____
- _____
- _____
- _____
- _____
- _____

6. What is working well with respect to public involvement in the planning and design process?

Themes from the Comments:

- _____
- _____
- _____
- _____
- _____
- _____

7. What is not working well with respect to public involvement in the planning and design process?

Themes from the Comments:

- _____
- _____
- _____

- _____
- _____
- _____

8. Specifically, are there any things that could be done to improve the satisfaction levels with developers and neighborhoods? Are there any roadblocks to implementing these ideas?

Themes from the Comments:

- _____
- _____
- _____
- _____
- _____
- _____

9. Are there any measures you use to determine if you are doing a good job? If so, what are these?

Themes from the Comments:

- _____
- _____
- _____
- _____
- _____
- _____

10. Please rate the following aspects of the **Planning and Design** organization:

| | Segment Rating | Overall Average Rating |
|---|-------------------|------------------------------|
| The level of communication within the group | | 3.47 |
| The level of communication with external stakeholders | | 3.71 |
| The quality of decisions made within the group | | 3.56 |
| The quality of decisions made outside of the group | | 3.00 |
| The speed of decisions made | | 3.12 |
| The consistency of decisions made | | 3.03 |
| The level of management support | | 3.18 |
| The level of teamwork | | 3.57 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

11. How would you describe the organizational culture within the department?

- _____
- _____
- _____
- _____
- _____
- _____

Other Organizations

12. Please rate the following aspects of **Public Works** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|-------------------|------------------------------|
| The level of communication | | 3.59 |
| The speed of decisions made | | 3.20 |
| The consistency of decisions made | | 3.28 |
| The level of teamwork | | 3.64 |
| The level of responsiveness | | 3.50 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

13. Please rate the following aspects of **MSD** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|-------------------|------------------------------|
| The level of communication | | 3.28 |
| The speed of decisions made | | 3.33 |
| The consistency of decisions made | | 3.65 |
| The level of teamwork | | 3.46 |
| The level of responsiveness | | 3.29 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

14. Please rate the following aspects of **LG&E** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|----------------|------------------------|
| The level of communication | | 2.88 |
| The speed of decisions made | | 2.73 |
| The consistency of decisions made | | 3.07 |
| The level of teamwork | | 2.67 |
| The level of responsiveness | | 2.67 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

15. Please rate the following aspects of the **Louisville Water Company** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|----------------|------------------------|
| The level of communication | | 3.27 |
| The speed of decisions made | | 3.14 |
| The consistency of decisions made | | 3.21 |
| The level of teamwork | | 3.0 |
| The level of responsiveness | | 3.21 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

16. Please rate the following aspects of the **Kentucky Department of Transportation** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|----------------|------------------------|
| The level of communication | | 3.22 |
| The speed of decisions made | | 2.91 |
| The consistency of decisions made | | 3.18 |
| The level of teamwork | | 3.05 |
| The level of responsiveness | | 3.05 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

17. Please rate the following aspects of **Landmarks** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|-------------------|------------------------------|
| The level of communication | | 4.12 |
| The speed of decisions made | | 3.96 |
| The consistency of decisions made | | 3.88 |
| The level of teamwork | | 4.13 |
| The level of responsiveness | | 4.12 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

18. Please rate the following aspects of **Overlay Districts** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|-------------------|------------------------------|
| The level of communication | | 4.17 |
| The speed of decisions made | | 3.87 |
| The consistency of decisions made | | 3.82 |
| The level of teamwork | | 4.18 |
| The level of responsiveness | | 4.09 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

19. Please rate the following aspects of the **Air Pollution Control Board** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|----------------|------------------------|
| The level of communication | | 3.58 |
| The speed of decisions made | | 3.53 |
| The consistency of decisions made | | 3.58 |
| The level of teamwork | | 3.53 |
| The level of responsiveness | | 3.63 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

20. Please rate the following aspects of the **Fire Districts** in the process:

| | Segment Rating | Overall Average Rating |
|-----------------------------------|----------------|------------------------|
| The level of communication | | 3.57 |
| The speed of decisions made | | 3.54 |
| The consistency of decisions made | | 3.65 |
| The level of teamwork | | 3.71 |
| The level of responsiveness | | 3.49 |

1- Unacceptable 3- Adequate 5- Excellent

Themes from the Comments (if any):

- _____
- _____

Disagreements between Organizations

21. How often are there differing opinions between the reviewer organizations (listed above) during the project review process?

| | Segment Response % | Overall Response % |
|------------------|--------------------|--------------------|
| Daily | | 0.0% |
| Weekly | | 25.8% |
| Monthly | | 48.4% |
| Yearly | | 9.7% |
| More that yearly | | 16.1% |

22. To what extent do differences of opinion affect the timing of project review?

| | Segment Response % | Overall Response % |
|---------------|-----------------------|-----------------------|
| Significantly | | 12.1% |
| Some | | 48.5% |
| A Little Bit | | 24.2% |
| None | | 15.2% |

Themes from the Comments (if any):

- _____
- _____

23. What is the process used in order to come to a final decision when there are differences among review agencies?

- _____
- _____
- _____
- _____
- _____
- _____

24. Do you have any ideas to improve the process of resolving conflicts among review agencies?

- _____
- _____
- _____
- _____
- _____
- _____

25. Do you have any ideas on improving the overall process of interagency communication and coordination of review projects?

- _____

- _____
- _____
- _____
- _____
- _____

Commissions and Governing Organizations

26. In thinking about your experience with each of the entities below, do their final decisions result in what is best for the community?

| | Segment Rating | Overall Average Rating |
|--|----------------|------------------------|
| Planning Commission | | 3.19 |
| Board of Zoning Adjustments | | 2.81 |
| Metro Council's review of zoning matters | | 3.03 |

1- Never

3- Usually

5- Always

Themes from the Comments (if any):

- _____
- _____

Final Comments

27. Are there any other ideas that you have for improving the overall planning and design process?

- _____
- _____
- _____
- _____
- _____
- _____

28. Are there any other ideas that you have for improving your work environment and job satisfaction?

- _____
- _____
- _____
- _____
- _____
- _____